



DEPARTMENT OF HUMAN RESOURCES
CITY HALL, SUITE 107
70 ALLEN STREET
PITTSFIELD, MA 01201
PHONE: 413-499-9340 EMAIL: HR@cityofpittsfield.org



JOB POSTING

EMPLOYMENT TYPE: FULL-TIME

IUE-CWA LOCAL 81256 UNION

JOB TITLE: EMERGENCY PUBLIC SAFETY DISPATCHER

DEPARTMENT: PITTSFIELD POLICE DEPARTMENT

The City of Pittsfield seeks to hire an Emergency Public Safety Dispatcher. Public safety duties include answering emergency 911 calls, and dispatching appropriate Pittsfield Police, Fire and Emergency Medical System (EMS) services. Dispatchers also answer Police non-emergency phones, enter information in computer databases, retrieve information from local, state, and national computer networks, administrative record keeping, plus other duties as assigned by the Chief of Police. Knowledge of Pittsfield streets and landmarks is important, as well as related experience or education in Criminal Justice, Fire science, Emergency Management, or Emergency Medical Technician.

RESPONSIBILITIES

- Receives emergency telephone calls for police, fire and ambulance.
- Dispatches ambulances for medical emergencies, accidents, fires and disasters.
- Dispatches Police to all calls for service, advising officers of all facts affecting the safety and efficiency of their response to the call.
- Dispatches Fire personnel to fires, advising personnel to best route, highway conditions, locations of fire, broken or frozen hydrants, type of fire and apparatus responding, etc.
- Keeps Personnel who have been dispatched on calls fully informed of all facts affecting the safety and efficiency of their response to the call.
- Maintains equipment, especially the emergency call lines in working order and immediately report any malfunction to the officer-in-charge; performs miscellaneous custodial tasks.
- Remains thoroughly familiar with emergency procedures that relate to matters requiring urgent police, fire and EMS attention so they are capable of activating them immediately.
- Keeps detailed records of all outgoing and incoming calls.
- Informs the officer-in-charge when contact with an officer cannot be made after a reasonable amount of time.
- Performs other duties as assigned.

QUALIFICATIONS

- High school diploma or equivalent.
- Previous experience working as an Emergency Telecommunications Public Safety Dispatcher preferred.
- Ability to work occasional overtime hours, including nights, weekends, and holidays.
- Strong ability to operate a computer.
- Ability to remain calm and professional in all situations, and work well under pressure.
- Demonstrate excellent interpersonal skills; Hear, speak clearly, and be easily understood.
- Ability to successfully pass a background investigation.



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WORKING CONDITIONS

This is an office-based job in a dynamic municipal building. While performing the duties of the Emergency Public Safety Dispatcher, the incumbent is required to: interact and communicate frequently with the public, government officials, other staff members and boards, and/or third parties transacting business with the City.

PHYSICAL REQUIREMENTS

Operates standard office equipment including computers and keyboards at efficient speed, maintain a clean and orderly workspace and move throughout the municipal building which may include flights of stairs. Lifts/moves objects weighing up to 10-20 pounds.

HOURS

37.5 Per week

Dispatchers work a 4 days on, 2 off schedule, including weekends and holidays. During training, work may be on all 3 shifts. Shift assignments to days, evenings, or overnights are re-bid annually by seniority.

SALARY

Starting salary \$19.63 - \$20.83 per hour

Annual increases up to \$27.99

APPLICATION DEADLINE:

Friday, November 18, 2022 @ 4:00 PM

TO APPLY:

Visit our careers site, <https://jobs.keldair.com/cityofpittsfield>.

We are an affirmative action/equal opportunity employer committed to promoting a multicultural work force, excellence in public service, and on-going mutual respect in our working relationships. We strongly encourage people of color, people with disabilities, LGBTQ+ individuals, and people from other underrepresented groups to apply for our open positions - recognizing and respecting that diverse perspectives and experiences are valuable to our team and essential to our public service.